



Network Health Plan
 1570 Midway Place
 P.O. Box 120
 Menasha, WI 54952
 Phone: (920) 720-1300 (800) 826-0940
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
















Type of Plan	Health Maintenance Organization
Total Number of Members.....	67,535
Years of Operating Experience	24
Total Number of Primary Care Physicians (PCPs)	370
Percentage of PCPs Accepting New Patients	93
Percentage of Board Certified Specialty Care Physicians	80.13
Number of Urgent Care Facilities	14
Number of Dentists.....	428
Percent of Dentists Accepting New Patients	99%

ADDITIONAL INFORMATION

Referral Requirements	<p>If a Primary Care Practitioner (PCP) feels that his or her patient needs specialty care, the practitioner may refer the member to a plan provider for evaluation. This referral may be written or verbal and may not require authorization from Network Health Plan (NHP). A referral is not required to see another plan PCP who is on call for your PCP, a plan OB/GYN, Chiropractor, or an Ophthalmologist/ Optometrist (for routine eye exams only). Referrals to non-plan providers require prior authorization from NHP. Please refer to the prior authorization section.</p>
Prior Authorization Requirements	<p>NHP's Health Management Department utilizes pre-authorization requirements and pre-admission review to ensure that selected procedures, treatment plans, health services, particular providers or locations are medically necessary and constitute appropriate care based upon NHP's health management criteria and other nationally-recognized guidelines. Some health services will not be covered without prior written authorization from NHP's Health Management Department. Inpatient hospitalizations, out-of-plan services or care at tertiary facilities are a few examples of health services that require prior authorization from NHP. A member should contact his or her PCP or NHP Customer Service Department for information on specific health care services that require pre-authorization and/or pre-admission review, and for verification that NHP has approved an authorization prior to obtaining services. NHP will send written notification to the requesting provider, the authorized provider and the member informing them of the decision within 15 days of receiving the request.</p>
Medicare Claims Procedure	<p>When Medicare is the primary payer of medical claims, the claim is first processed by Medicare. When the Explanation of Medicare Benefits (EOMB) is received, the subscriber needs to forward the EOMB to NHP for processing.</p>
OnLine Services	<ul style="list-style-type: none"> Members can access NetworkConnect at www.networkhealth.com to view claims, explanation of benefits, overview of benefits, Certificate of Coverage, provider information, and request additional Customer Service. Provider directory can be accessed at: http://www.networkhealth.com/page/nhppd Select State of WI Fox Valley Network Provider Directory. Also available online is Affinity NurseDirect, Privacy Practices, Member Rights and Responsibilities, clinic locations and more.
Outpatient Mental Health Network/Policy	<p>All mental health and substance abuse services must be provided by a plan provider. Please refer to the provider directory for a listing of our plan providers. If you need assistance please contact NHP's Care Management Behavioral Health Department at 800-555-3616.</p>

ADDITIONAL INFORMATION

24-Hour Nurse Line	NHP provides Affinity NurseDirect, which is a free 24-hour health advice call-in service. Affinity NurseDirect provides up-to-date information on NHP physicians (including office hours and locations) and advice and assessment for illnesses, injuries and other health concerns. Affinity NurseDirect can be reached at (920) 738-2230 or (800) 362-9900.				
PCP Restrictions	When you become an NHP member, you will choose a participating PCP for each family member. Your PCP coordinates all of your health care needs. You may choose a family practice, general practice, internal medicine, pediatrician physician or an Allied Health professional. You can change your PCP at any time. Whenever you or a family member need care, your PCP should be contacted. He or she will discuss the best course of treatment, including whether or not to refer you to a Network-participating specialist.				
Dental Benefits Provided	<p>Annual Deductible \$25 Individual/\$75 Family (applies only to basic restorative and orthodontic services)</p> <table> <tr> <td>Individual Annual Maximum</td><td style="text-align: right;">\$1,000</td></tr> <tr> <td>Individual Lifetime Orthodontic Maximum</td><td style="text-align: right;">\$1,500</td></tr> </table> <p>Diagnostic and Preventative Services covered at 100% include: examinations, teeth cleanings (prophylaxis and periodontal maintenance), bitewing and x-rays all covered (twice per calendar year), full mouth x-rays (at three year intervals), fluoride treatments (twice per calendar year to age 19), and space maintainers.</p> <p>Basic Restorative Services covered at 80% include: emergency treatment to relieve pain, fillings, and sealants.</p> <p>Orthodontics are covered at 50% with an individual lifetime maximum of \$1500 for dependent children when the active treatment starts before age 19.</p> <p>For benefits to apply, you must utilize a Delta Dental PPO or Premier provider. Please visit the Delta Dental web site for the most up to date listing of dentists at www.deltadentalwi.com or by calling Delta Dental at 1-800-236-3712.</p>	Individual Annual Maximum	\$1,000	Individual Lifetime Orthodontic Maximum	\$1,500
Individual Annual Maximum	\$1,000				
Individual Lifetime Orthodontic Maximum	\$1,500				
Quality Improvement Initiatives	<ul style="list-style-type: none"> Implementation of reminder and education programs for practitioners and members to increase the percentage of members receiving appropriate treatment for the following: <ul style="list-style-type: none"> -Diabetes -Heart and Stroke -Depression -Asthma 				

Counties in Service Area	Hospitals in County	Major Providers in County
Calumet	 Calumet Medical Center	To find out if your physician or hospital is a plan provider, either check your Provider Directory, call Customer Service at (800) 826-0940, call Affinity Nurse Direct at (800) 362-9900, or visit our web site at www.networkhealth.com .
Dodge	   Waupun Memorial Hospital	
Fond du Lac	 Ripon Medical Center	
	   St. Agnes Hospital	
Green Lake	   Berlin Memorial Hospital	
Manitowoc	   Holy Family Memorial, Inc.	
Outagamie	 St. Elizabeth Hospital	
Sheboygan	 St. Nicholas Hospital	
Waushara	   Wild Rose Community Memorial Hospital	
Waupaca	  Riverside Medical Center New London Family Medical Center	
Winnebago	  Mercy Medical Center	